

DUTY STATEMENT

CCTC-AGENCY xxx (REV 06/11)

		RPA #	EFFECTIVE DATE:
EMPLOYEE'S NAME	POSITION NUMBER (Agency - Unit - Class - Serial) 192-302-5157-xxx		
DIVISION/UNIT Division of Professional Practices/Intake	CLASS TITLE Staff Services Analyst		

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

The Staff Services Analyst (SSA) is an entry level position that independently collects and analyzes documents related to educator misconduct. The SSA shall perform the following duties under the general supervision of the Staff Services Manager I within the Division's Intake Unit.

Percentage of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
40%	<u>ESSENTIAL FUNCTIONS:</u> Potential Letter of Inquiry cases: Independently attains and analyzes documents such as Record of Arrest and Prosecution (RAP) Sheets, criminal arrest and investigative reports, investigative reports from other licensing agencies and School Districts, court dockets, National Association of State Directors of Teacher Education and Certification (NASDTEC) reports regarding out-of-state educator licensing actions. Evaluates documentation to determine whether additional information is needed to completely document all misconduct. Identifies the most relevant facts and aggravating factors. Determines the necessary level of review based on the facts of the case and forwards a synopsis of the case to Management for approval of the recommendation.
20%	Consent Calendar and Discuss Cases: After review of Potential Letter of Inquiry cases, the candidate may Identify cases which may be considered for review by the Committee of Credentials as Consent Calendar and Discuss items by preparing a typed summary of allegations, circumstances, and criminal convictions, and submitting to management for approval.
15%	Applications: May triage, or otherwise review applications for content, which may require some level of review by the Committee of Credentials. Also prepare applications for a credential, permit, or other educator license for final processing and granting after COC review. Notifies respondents, attorneys, school districts and other relevant parties when an application has been approved for granting, if applicable.
10%	Contacts: Communicates daily by telephone, email and postal mail with respondents, attorneys, school districts, licensing agencies, law enforcement, courts and others regarding vital and sensitive material and information. Responds in a professional manner to complex, sensitive, and confidential communications following the Commissions' and Committee on Credentials

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	standards and procedures. Handles the more difficult and sensitive telephone and email inquiries from applicants, credential holders or their legal representatives.
5%	Procedures: Develops, revises, implements, and maintains DPP procedures, database manuals, policies, and processes. Provides expert analysis of existing procedures, manuals, and policies, to ensure DPP maintains the most current procedures and training material to achieve consistency in the handling of DPP cases.
5%	Meetings: Attend and record minutes of staff and confidential COC meetings. Assist COC members and division staff in the processing/obtaining of travel advances and reservations and ensure that travel expense claims are completed and processed.
5%	Special Projects & Assignments: Organize and monitor special projects and assignments within the division.

KNOWLEDGE AND ABILITIES

Knowledge of:

- General sentence and paragraph construction and the proper use of the English language for writing.
- Current laws, codes and regulations regarding teacher education and disciplinary practices in California.
- Current laws related to criminal justice system, including infractions, misdemeanors, and felonies as well as rehabilitation.
- Administrative functions, organization, and structure of Commission on Teacher Credentialing.
- California principles and methods of disciplinary practices for teachers.

Ability to:

- Interpret and apply facts found in police and district investigation reports and apply the provisions of the California Education Code, Penal Code, Government Code and the policies and regulations of the Commission on Teacher Credentialing.
- Analyze policy issues in teacher discipline.
- Perform in an independent and creative manner.
- Speak effectively and write clear, concise reports.
- Utilize effective techniques in human relations.
- Analyze situations accurately and take effective action.
- Analyze policy issues related to the evaluation of professional practices.

DESIRABLE QUALIFICATIONS

- Responsibility - demonstrated sense of responsibility for the job and good attendance.
- Communication - effective oral and written skills.
- Integrity – consistently adheres to his/her duties to execute the mission and responsibilities of his/her department and/or agency.
- Expertise – be a reliable source of accurate information.
- Teamwork – works collaboratively and in recognition of the contribution each makes to the common purpose.
- Respect – recognizes the validity of other points of view and treats others with civility.
- Problem Solving – strives to find practical and effective solutions to achieving desired goals.

INTERPERSONAL SKILLS:

- An ability to communicate in a civil manner in a fast-paced environment.
- Ability to handle stressful or sensitive issues with tact and diplomacy.

GENERAL QUALIFICATIONS

- Speak effectively and write clear concise reports.
- California's current laws, rules and regulations regarding teacher licensing and disciplinary practices in California.
- Knowledge of administrative and criminal disciplinary functions.
- California's Education Code.
- California Penal, Vehicle and Health & Safety Codes.
- Evaluate and interpret facts found in police, school district, and/or other investigative reports.

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- Evaluate and interpret court records.
- Evaluate and interpret DOJ Rap (Record of Arrest and Prosecution) Notifications.
- Knowledge of Microsoft Word, Excel, Outlook, Adobe Acrobat and/or various database systems.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:

Work Environment:

- Requires prolonged sitting, use of telephones and computers, frequent contact with employees and some public contact.
- Requires mobility to various areas of the CTC and the ability to work business hours of 8 am to 5 pm.
- Demonstrates a commitment to perform duties in a service-oriented manner.
- Demonstrates a commitment to maintaining a work environment free from discrimination and sexual harassment.
- Maintains good work habits and adheres to all policies and procedures.
- Requires fingerprint clearance.
- Has daily contact with CTC management and staff.
- Overtime may be necessary depending upon the situation.

Physical Ability

- Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.
- Ability to lift 15-20 lbs., which may be case files or boxes containing large amounts of documentation, specifically during the archiving of State Record Center files.

Mental Ability

- Ability to communicate clearly and tactfully; read and follow written and oral instructions; and to change tasks and work with multiple task assignments.

Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

Incumbent will have a high level of responsibility to assure the accuracy of highly confidential reports. Failure to use good judgment in handling sensitive and confidential information could result in confidential and/or incorrect information being released to unauthorized person and may result in adverse actions. The actions of the individual can and will affect the Commission public responsibility and the safety of the children of California.

MANAGER/SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

MANAGER/SUPERVISOR'S NAME (Print)	MANAGER/SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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